

The Emergency Ride Home (ERH) program provides commuters who regularly vanpool, carpool, bike, walk or take transit with a reliable ride home when life's unexpected emergencies arise. Concerns about immediate transportation, in the event of an emergency or schedule conflict, often hinders commuters from using an alternative to driving alone.

This program will provide an "emergency ride home" to any registered participant in a case of emergency on the day they have used an alternative mode of transportation to get to work.

ERH Program Rules **Instructions for Using a Taxi Cab** **Follow-up Questionnaire**

Download a Printer Friendly Version of the ERH Rules and Instructions (pdf)

EMERGENCY RIDE HOME PROGRAM RULES & INSTRUCTIONS

Allowable Uses and Use Limitations

A registered participant may use this program if:

- They or an immediate family member suffers from an illness or severe crisis.
- They must work unscheduled overtime.
- Their ridesharing driver has to stay late or leave early.

Emergency side trips are allowed on the way home (i.e., picking up a sick child at daycare/school). Each participant is now able to download coupons (six per calendar year) on line. This will make things a lot easier when you have an emergency. The coupons are valid on any regular workday for a cab ride in the event of an emergency or schedule conflict.

The program **cannot** be used for:

- Personal errands
- Pre-planned medical appointments
- Business related travel
- In place of an ambulance
- Non-emergency side trips on the way home
- Inclement weather or unexpected acts of nature.

Instructions for Using a Taxi Cab

1. Individuals taking a ride **MUST** be pre-registered (sharetheridenc.org) with the program in order to take a ride. You may **NOT** give your coupon to someone else. If co-workers will be riding in the vehicle with you, they must also be pre-registered with the program.

2. Make sure your “emergency” fits one of the appropriate categories described above – Allowable Uses and Use Limitations.
3. Decide which taxi company to use (list below). Please follow these guidelines:

Taking a Taxi:



The City of Asheville has designated the taxi cab companies; some accept Visa & Master Card (see below). If you need to, you may make a stop at an ATM machine to get cash to pay for your ride. Unless otherwise noted, taxis operate 24/7. Taxis are listed in alphabetical order, not order of preference.

A Red Cab – 828-232-1112

Beaver Lake Cab Co – 828-258-8331

Metro Cab – 828-254-1155 (accepts Visa, MC, AmerX)

New Blue Bird Taxi – 828-258-8331

Yellow Cab – 828-253-3311

Your Cab II – 828-259-9904 (Monday – Saturday - 7:00 a.m. – 11:59 p.m.) (Sunday – 2:00 – 6:00 p.m.) (accepts Visa, MC)

- Inform the dispatcher that this is a “City of Asheville Emergency Ride Home” call. To ensure the quickest response time possible, call to arrange your ride as soon as you know you will need one. If you have special needs, please let the cab companies know up front.
 - At the end of your ride, **pay the driver** and **ask for a receipt. YOU MUST OBTAIN A RECEIPT TO BE REIMBURSED FOR YOUR RIDE AND THE CAB DRIVER MUST FILL OUT HIS PORTION OF YOUR COUPON.**
 - Each coupon has a \$25.00 value; if your ride is more than \$25.00 you may use another coupon; however, if you do you will be using up your annual allotment of six coupons. For example, if your ride totals \$35.00 you may use one coupon be reimbursed for only \$25.00. If you use two coupons for the \$35.00 ride, you will be reimbursed your full \$35.00. If you have any questions regarding this, please do not hesitate to contact the ERH Administrator at 828-232-4564. ***NEW – Coupons do not have an expiration date; however, you are limited to six per calendar year.***
 - You are responsible for tipping the driver (10-15% is customary).
 - Fill out the Emergency Ride Home Follow-up Questionnaire; mail your coupon(s) and receipt along with the completed questionnaire to the address below within 10 business days of the ride.
4. Mail to:
The City of Asheville’s Emergency Ride Home Program
Attn: Kathy Molin, TDM Coordinator
City of Asheville – Transportation Department
PO Box 7148
Asheville NC 28802

Please note: Coupons are non-transferable. If a participant is found falsifying information related to the reason for using the ERH program or caught abusing the program they will be charged for the ride and will be prohibited from using the program for one full year. In addition, the participant's worksite will be notified of this incident.

Process for Using an ERH coupon

The participant will be required to fill out a registration form and sign a Liability Waiver and General Release of All Forms.

When a participant registers for the program they will receive access to:

- Six on-line coupons for an emergency ride home. If the cab fare is more than \$25, coupons may be used together; however, please keep in mind you are restricted to six coupons per year.
- Instructions for usage.
- A follow-up questionnaire about the quality of service for both the City of Asheville and the taxi cabs.

Coupon Payment/Reimbursement

The coupons are paid bi-weekly so the program administrator can:

- Search the employee database for participant's record to make sure they have registered for the program.
- Input information from ride. For example, taxi company used, cost of ride, coupon number used, etc.
- Once information is input, a check will be issued and mailed to the home address for reimbursement of the taxi ride.

Coupons that are over one month old from the date of actual ride will not be paid by the City of Asheville.